
ACES Transition
Paul Ptochnicki
Information Technology
End-User Services
7/28/11
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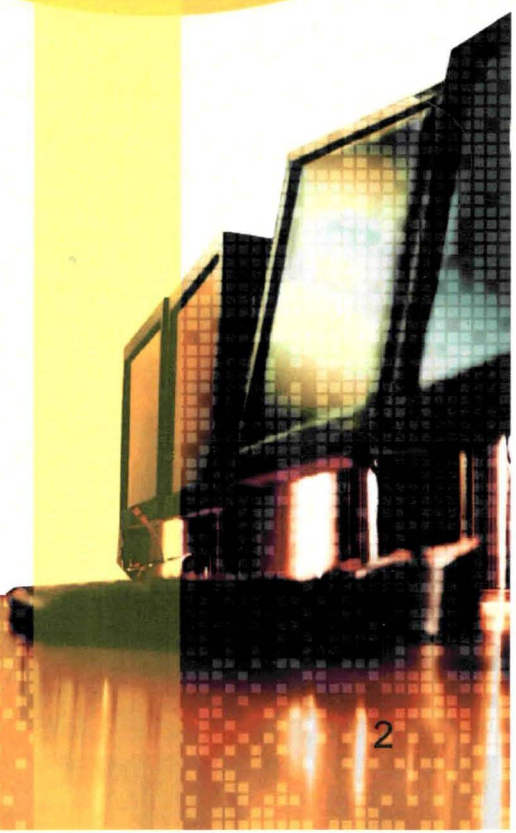
Research Project

Description

- ODIN contract to ACES contract
- ODIN
- ACES
- IT Infrastructure Integration Program (I3P)

Purpose

- Replacement for ODIN contract that will end October 31
- Improve:
  - NASA Center collaboration
  - IT security
  - Information Management
  - Cost



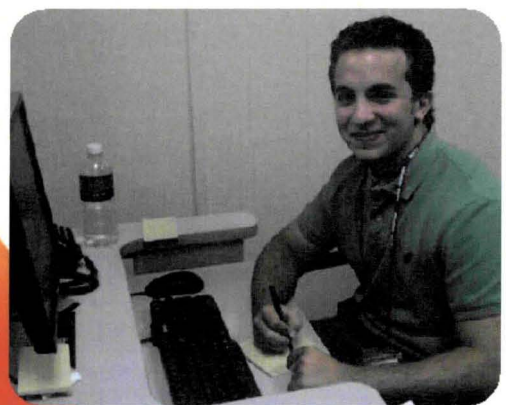
Research Project (cont.)

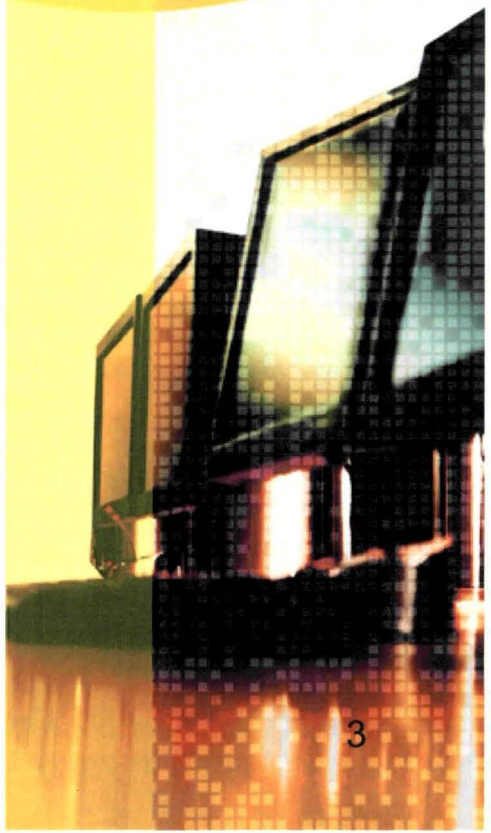
Research techniques/procedures

- Learn and familiarize
- Test and evaluate
- Outreach
- Support early deployment

Conclusion of research

- Kennedy Space Center is prepared for the implementation of ACES.





Experience with Mentor

Jimmy Gonzalez – Lead Computer Engineer, End-User Services Office

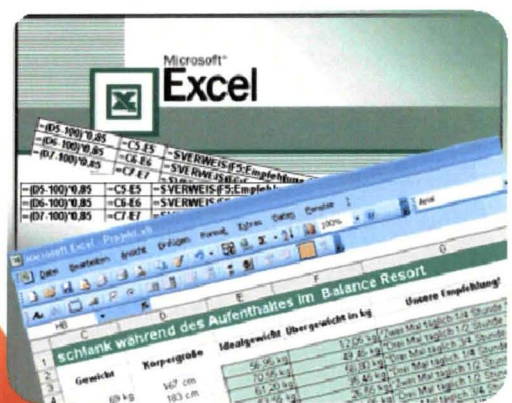
- Supportive
- Knowledgeable and intelligent

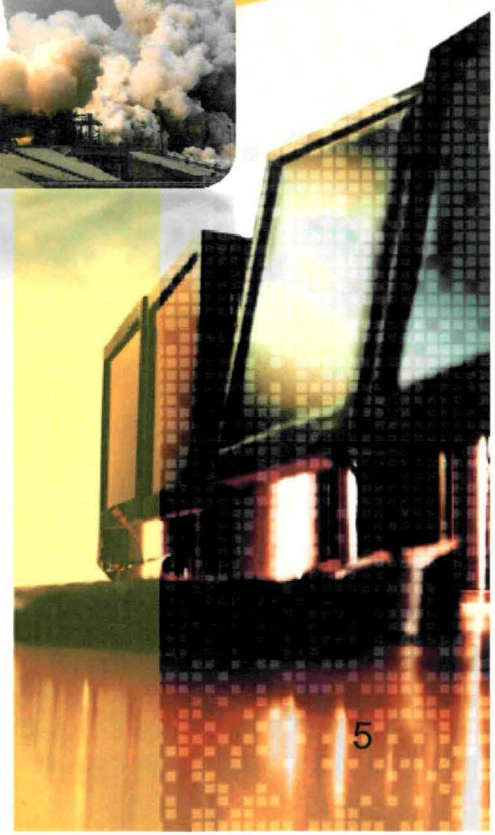
I learned a lot about:

- Information Technology (ACES and ODIN)
- What it is to lead a team and the day-to-day tasks involved

Knowledge Gained

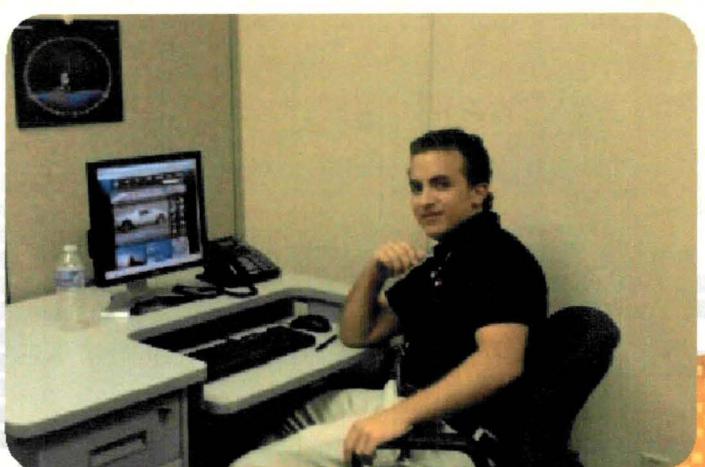
- ODIN and ACES
- Excel
- IT Business at NASA
- Interviewed (Aerospace Engineers)
- Facilities
- KSC's role
- Tours
- The "other" side of NASA/KSC

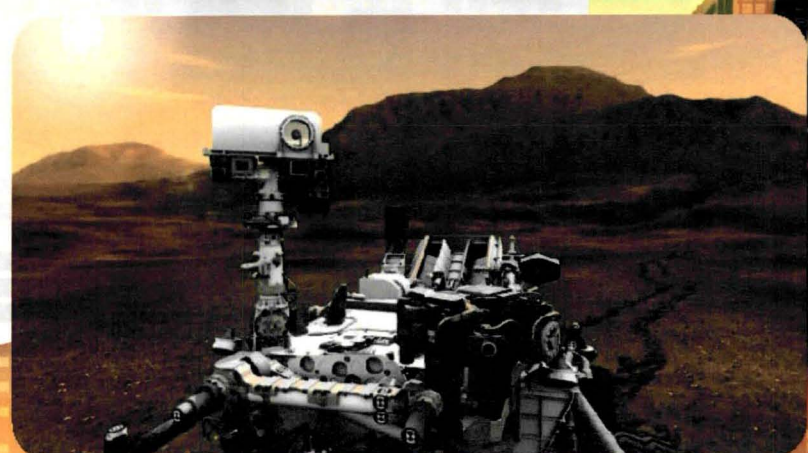




Exposure within NASA

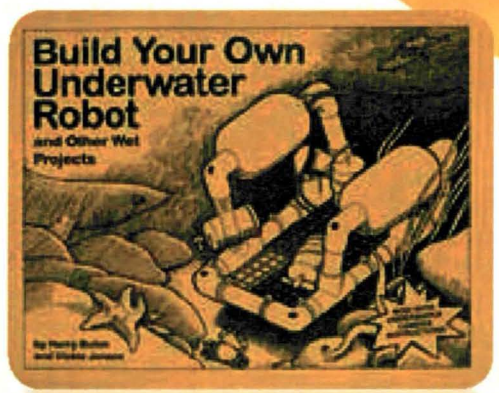
- Working in a cubicle
- STS-135 Launch
- A wide variety of tours
  - SSPF
  - VAB
  - GRAIL
  - Space Life Science Lab
- Interviews with engineers

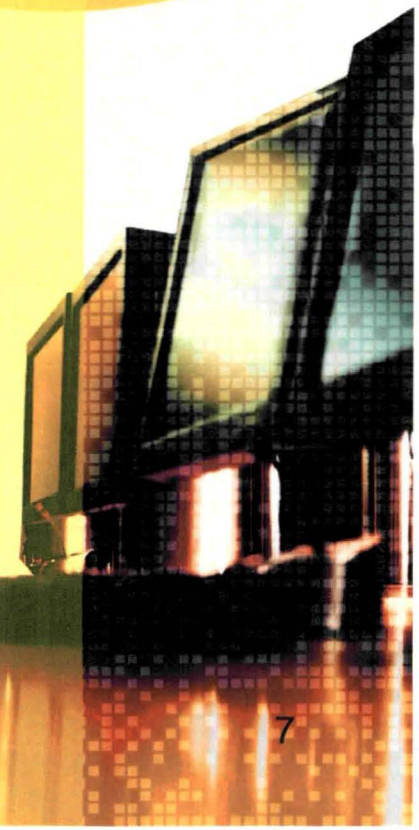




Influence on Career Interests

- Aerospace Engineering
- Better understanding and knowledge that enhance my skills
- Excel
- Formulas/visualization
- How to manage work
- Time Management
- Different perspective of NASA
- SeaPerch (Embry Riddle)

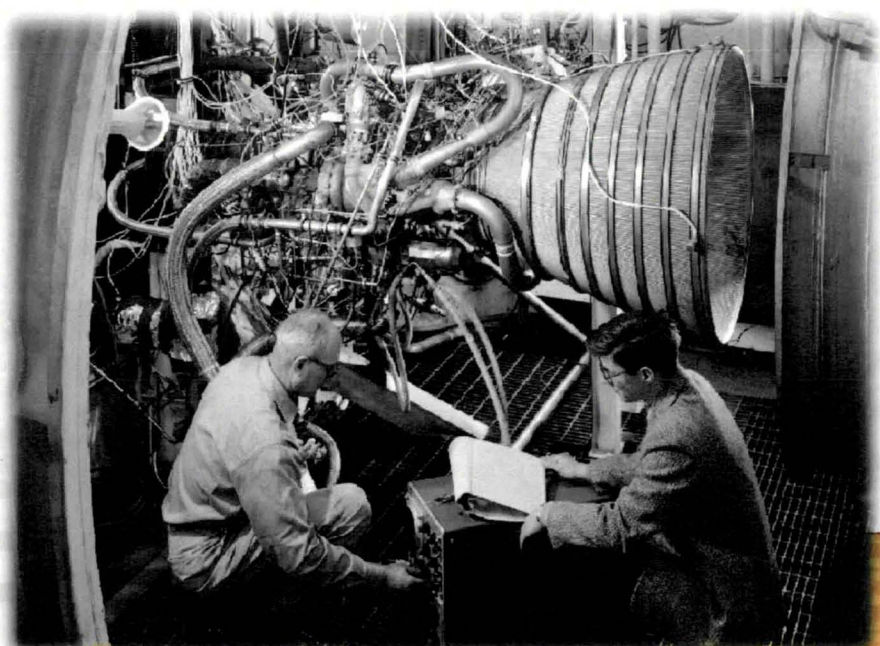


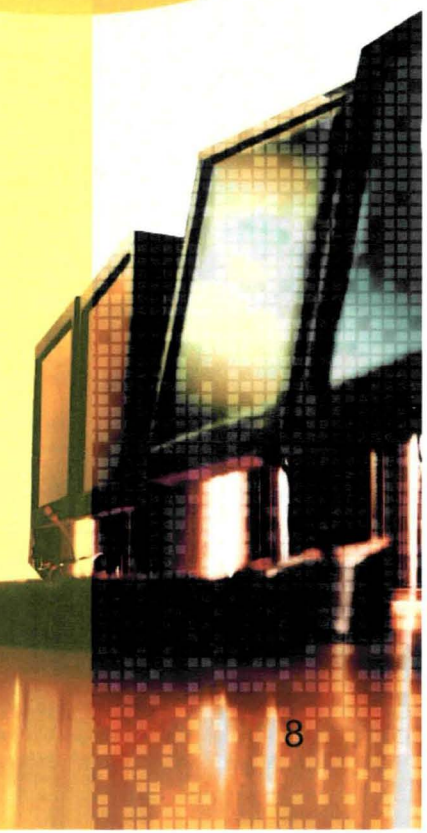


Future Plans

Pursue a career in Aerospace Engineering

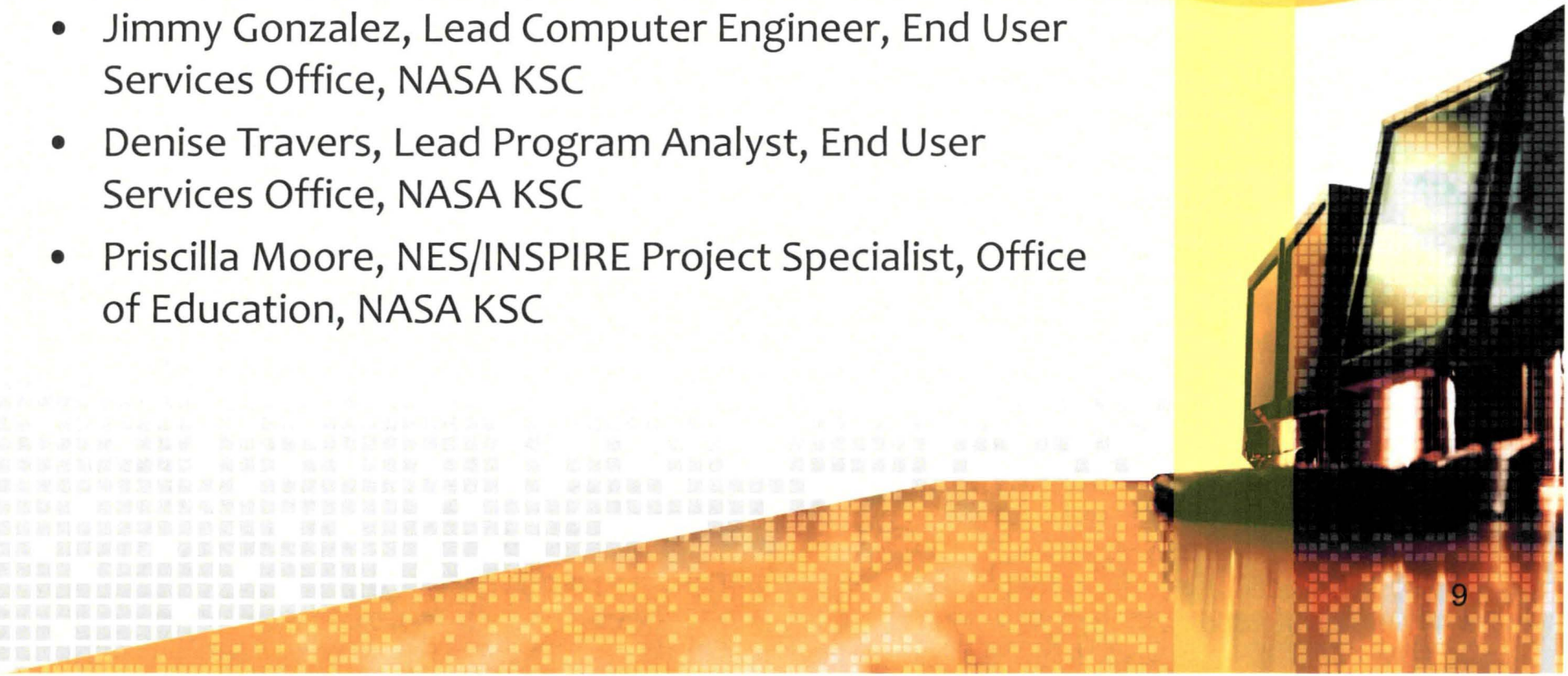
- Universities
- Propulsion
- Future technologies
- Research
- NASA
- Building a company





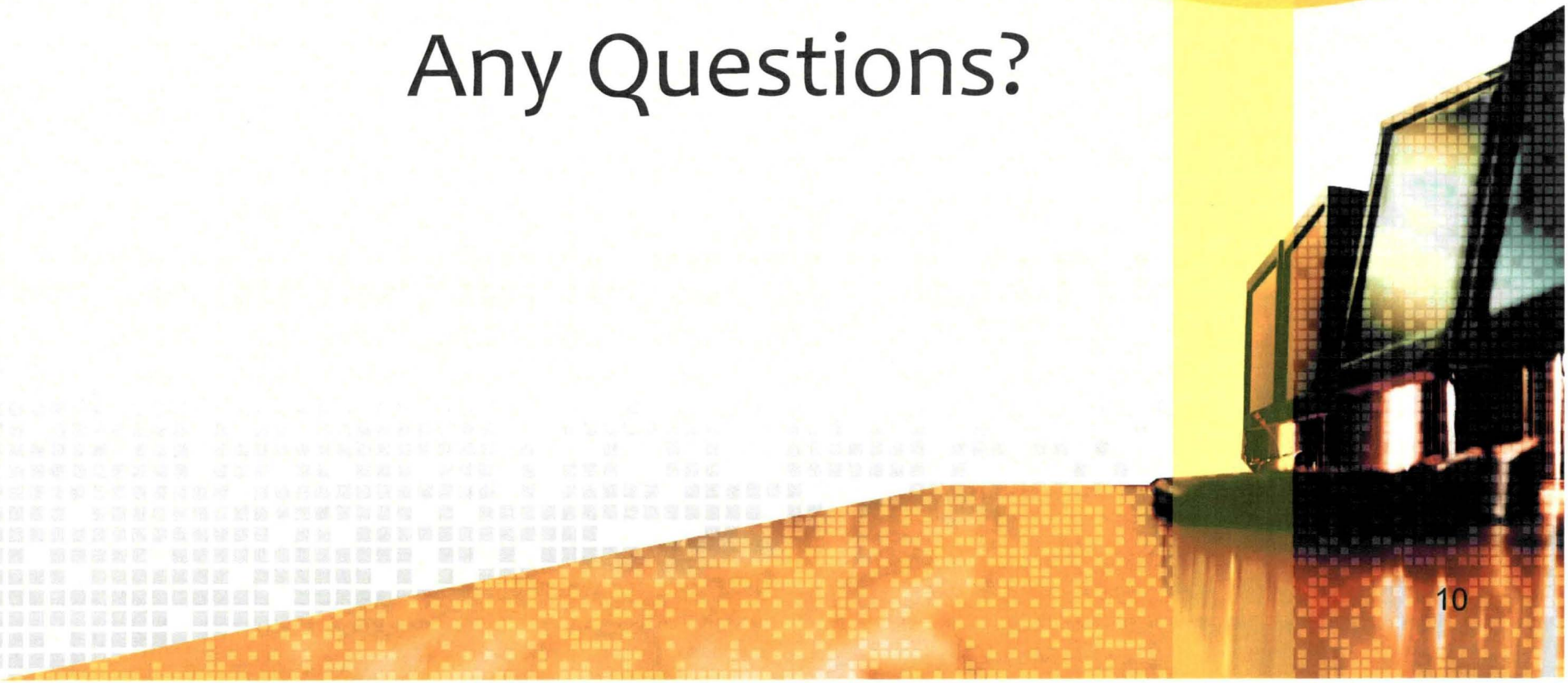
Acknowledgements

- Buddy Reckline, Chief, End User Services Office, NASA KSC
- Jimmy Gonzalez, Lead Computer Engineer, End User Services Office, NASA KSC
- Denise Travers, Lead Program Analyst, End User Services Office, NASA KSC
- Priscilla Moore, NES/INSPIRE Project Specialist, Office of Education, NASA KSC



Thank you

Any Questions?

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Explain workplace and what end-user services is.
Description of research project
Prepare Kennedy Space Center (KSC) for the transition of end-user services from ODIN to ACES
ODIN contract to ACES contract:

ODIN - Outsourcing Desktop Initiative for NASA contract provides desktop computing and communications support at NASA. Through ODIN, NASA has embraced a new way of managing information technology (IT) assets such as desktop and laptop computers, servers, email services, telephones, and printers. The ODIN contract ends for KSC on October 31, 2011.
ACES - The Agency Consolidated End-User Services contract will replace ODIN. ACES will provide a wide variety of products, from lightweight laptop computers to high-end workstations, collaborative email and calendaring services, and mobile communication devices such as cellular phones and tablets. The ACES contract was awarded to Hewlett-Packard Enterprise Services, one of the world's leading IT companies and is scheduled to begin November 1, 2011.
IT Infrastructure Integration Program (I3P) - The ACES contract is part of the IT Infrastructure Integration Program (I3P) initiative to outsource most of the IT services that NASA needs to meet its mission. I3P will provide Agency-wide management, integration, and delivery of IT services in the areas of web services, integrated network and communications, enterprise business and management applications, service desk, and end-user services.

Purpose
Replacement for ODIN contract that will end October 31
Improve:
NASA Center collaboration – Instead of acting as separate business units, centers had to be able to share program data and applications across a more robust and integrated network
IT Security – due to various vulnerabilities and documented security incidents associated with how the IT infrastructure was provisioned, managed, and designed.
Information Management – Their is a need to implement improved identity, credentials, and access management.
Cost – Two separate studies led to find a way that was more efficient in providing IT services, which pointed to consolidation of services (ACES).

Research techniques/procedures (*Milestones (Outline of Procedures)*)

Learn and familiarize - Learn about End-User Services at NASA and the new ACES contract. Familiarize myself with products and services provided by ACES, implementation plans and logistics associated with the transition of KSC ODIN seats.

Test and evaluate - Participated in System Integration Test of the Enterprise Service Desk (ESD) portal. ESD will provide self-service and helpdesk support for all IT services included in I3P. ESD will offer a service request system for ordering services, notification system of planned and unplanned outages, performance reporting, and customer satisfaction management. Participated in MS Office 2011 for Mac end-user evaluation. New ACES computing seats will include the latest versions of MS Office 2010 for Windows and 2011 for Mac.

Outreach - Support outreach events and activities to inform IT customers about new ACES products and services, such as distributing flyers and brochures, helping with town hall meeting and technology expo.

Support early deployment – Supported early deployment of ACES seats. Helped putting together the list of 300 users who will participate in the early deployment of ACES, scheduled for mid-August.

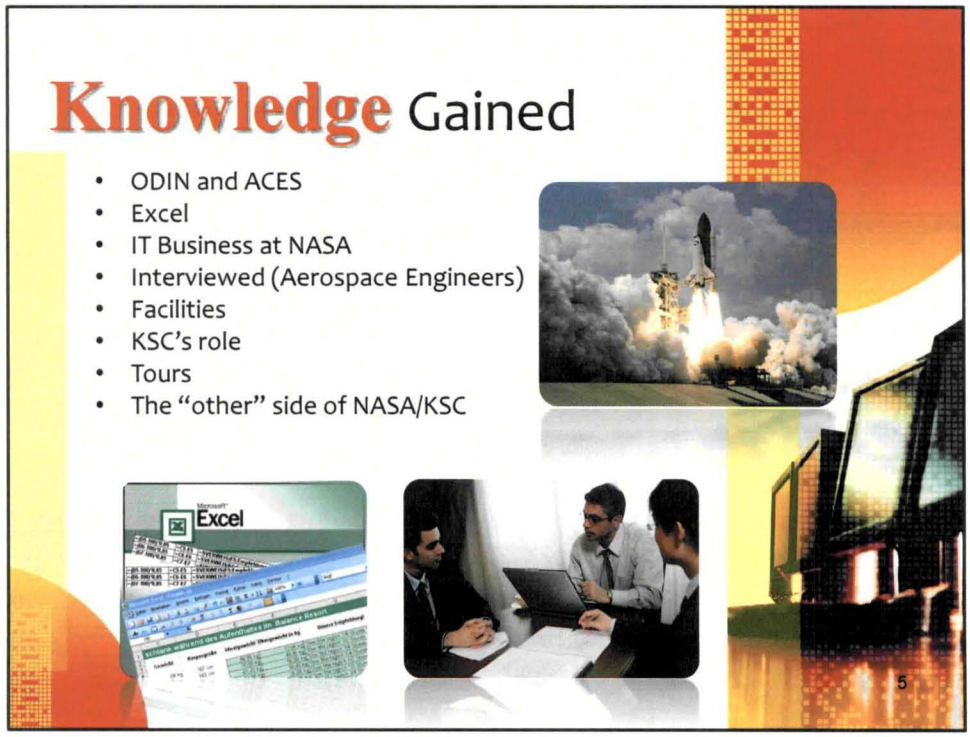
Conclusion of research (*Outcome*)

My goal is to help Kennedy Space Center prepare for the implementation of ACES. Ensure a smooth transition is conducted and managed to prevent service disruptions to end-users and resolve deficiencies before implementation.

Jimmy Gonzalez – Lead Computer Engineer, End-User Services Office
Supportive (tours, meeting other people of different careers interest)
Knowledgeable and intelligent (answered all my questions to the fullest, which brought up even more questions, what is known as **discovery/inspiring/understanding/learning**)

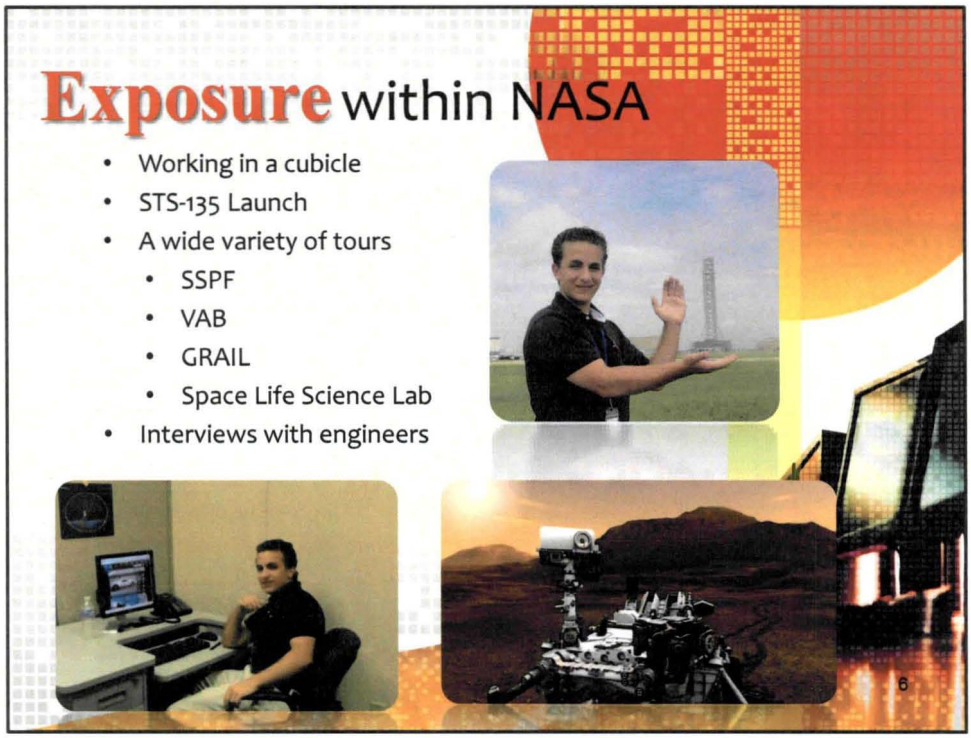
Assigned me a project that I had very little experience and background in and **learned a lot about**:

Information Technology (ACES and ODIN contracts and how they affect NASA, more specifically the end-user, to assure mission success)
See the responsibilities of leading a team and the day-to-day tasks involved. From organization to communication skills.



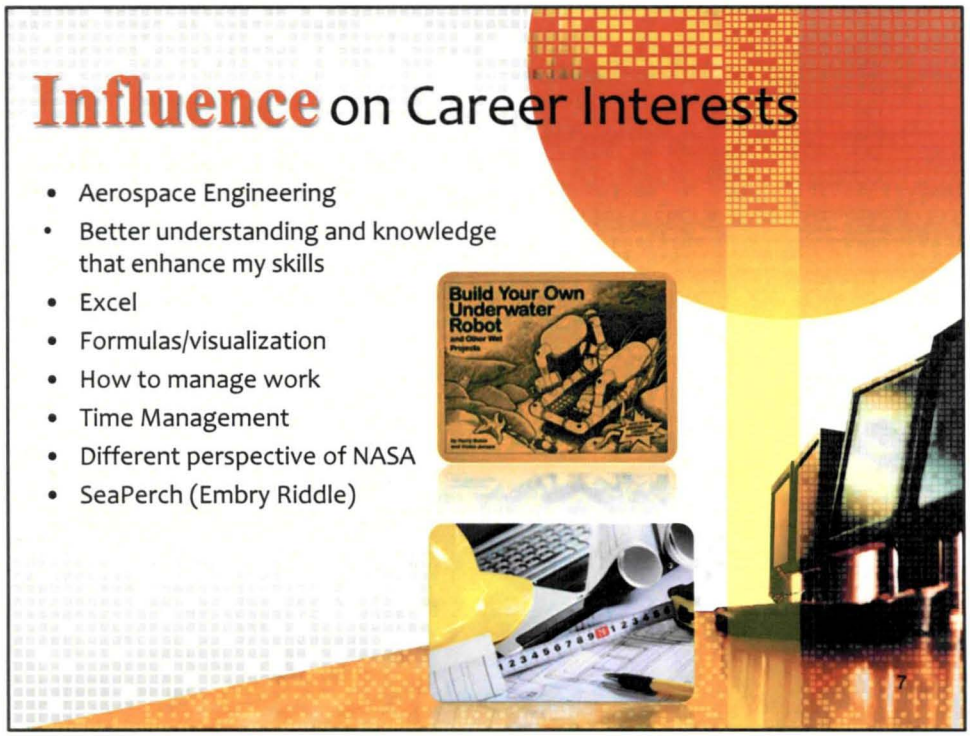
This summer has been one of exploration
This internship has utilized and enhanced my skills and has
Introduced me to:

ODIN and ACES – Their different services and how they affect KSC. Also the implementation plans and logistics associated with the transition (same as research).
Excel – I had never used Excel in the past and now with some guidance and support I'm writing functions, editing, and putting together spreadsheets.
IT Business at NASA – I became familiar with IT topics, including the developments, concepts, and management. And has showed me the "other side" of NASA, the side that doesn't deal with space crafts and sending people and satellites into space (final frontier) which I believe has given me an interesting and more broader outlook towards the Agency.
Aerospace Engineers – I also gained a lot of knowledge for the future, having the privilege of interviewing professionals in the career of Aerospace Engineering.
Tours - learned a lot about NASA more specifically KSC and its different buildings and responsibility for human space exploration



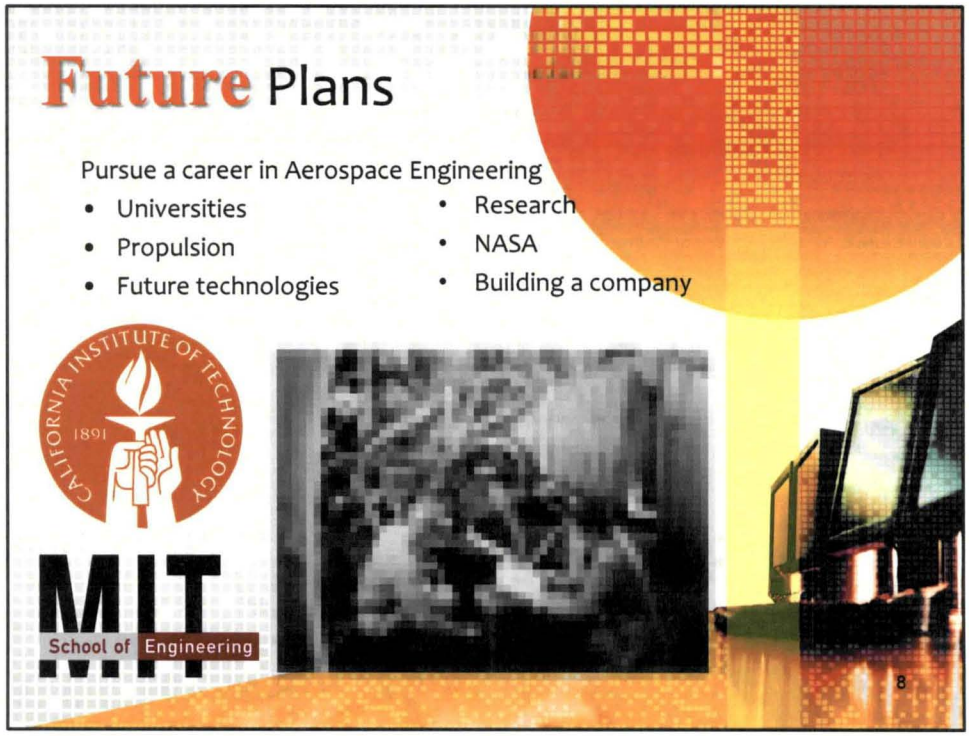
My exposure within NASA has been very diverse.
Just working in an office and having a cubicle was a completely different and unique experience for me.
I've found every building and event fascinating in its own ways.:

- SSPF – watching the payloads
- VAB – just walking and realizing how much history was made through those doors
- GRAIL – Gravity Recovery and Interior Laboratory
- Space Life Science Lab - NASA's innovations and future technology
- Launch – being the last launch and my first was somewhat of a calling in pursuing man's determination in learning more about the place we all call home.



Fortunately now-a-days, the world is very dependable on computers and its technological capabilities. So this internship has undoubtedly provided me with a better set of tools (that will give me a better understanding and enhance my skills for what ever I pursue in the future)

- **Aerospace Engineering**
- Although my project was not directly related to my career interest, the experience of the internship has changed me as a person, and has given me a better set of tools that I can use on my future career, which I am very grateful for.
- **Excel** – played a big role in my day-to-day activities and will probably be a big advantage later on especially when there is a requirement for holding, visualizing, and calculating data which I never knew how to use in the past.
- Formulas/visualization -
- **How to manage work** – two skills that have affected me as a person on a grand scale
- Time Management-
- **Different perspective of NASA** – demonstrated how many people are involved with making NASA's goal a reality and how everyone in the Agency is affected by each other and their actions
- SeaPerch (Embry Riddle) – Has provided me the opportunity to work hands-on on a team and see robotics at a University level.



For the future I am looking at several prestigious universities like: MIT and Caltech and I am hoping to pursue a degree in Aerospace Engineering and maybe double major in Materials or Mechanical

I would also really like to be a part of the future engineers that will work on propulsion which I find to be not only the most interesting but the most crucial in exploring the universe.

I would also like to have experience in research and a job at NASA is a consideration but ideally I would want to create my own private company.

Buddy

I would like to thank my mentor Jimmy Gonzalez, who has inspired me to comprehend the importance of IT throughout the Agency and provided me with a wealth of knowledge and guidance to complete this project;

Alternate mentor

Office – for their support and sharing their knowledge with me
INSPIRE program and team – Angela Delp, Jim Gerad, and Steve Chance who have given me this phenomenal opportunity
Chaperones – for caring for us and doing what is best for us, making this internship one that I will always remember

Thank you for your time and if there are any questions now, I will be more than happy to assist in answering them.